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Judith A. Riley, J.D.

5909 Northwest Expressway, Suite 101
Oklahoma City, OK 73132

January 14, 2010

VIA EXPRESS MAIL

Public Service Commission of
South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125

RE: Service Quality Report – 4th Quarter 2009

Attached please find the 3rd Quarter 2009 Service Quality Report for the following named telecommunications provider.

EveryCall Communications, Inc.

If you need further information, or if you have questions, please contact me at (405) 755-8177, ext. 25, or by email at amckay@telecompliance.net

Sincerely,

Alicia G. McKay
Regulatory Agent

Enclosure

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME EveryCall Communications, Inc.
QUARTER / YEAR 4th / 2009

Month:	OCT	NOV	DEC
Number of Customer Access Lines	<u>1583</u>	<u>1436</u>	<u>1617</u>
Trouble Reports / Access Line (%)	<u>4%</u>	<u>5%</u>	<u>4%</u>
Customer Out of Service Clearing Times (%)	<u>86%</u>	<u>86%</u>	<u>85%</u>
New Installs Completed w/in 5 Days (%)	<u>95%</u>	<u>96%</u>	<u>94%</u>
Commitments Fulfilled (%)	<u>94%</u>	<u>95%</u>	<u>96%</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Jon Seger
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